



## *CLEC Change Management*

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### Notification Process—Introduction

## **Introduction**

This document describes the Bell Atlantic CLEC Change Management Notification processes. It is meant to be used in conjunction with the TIS Change Management Process, 5/22/98. The document is organized as follows:

- I. System Outages
- II. Slow Responses
- III. System Availability
- IV. Type 1 Change Requests
- V. Type 2-5 Change Requests

For each type of incident listed above, the following is provided:

- Process Initiation
- Definition
- Timeline

In addition, the following applies:

### Industry Notifications

As detailed in the Timelines sections of this document, there can be one to several electronic industry notifications. These notices will be sent to the standard Bell Atlantic Industry Change Control distribution list. Each notice will be in the standard format described in Appendix A. Bulletin Format of this document. If it is determined that a subsequent Industry Notification needs to be re-classified, Bell Atlantic will note in the distribution (e.g., Initial Bulletin believed to be System Outage but during resolution is determined to be a Type 1 Severity 1 Change Request).

### Conference Calls

As detailed in the Timelines sections of this document, there may be one to several industry conference calls conducted by Bell Atlantic with the industry until issue resolution. The appropriate times and dial-in numbers of these calls will be provided in the Industry Notifications.

### Out-of-Hours Communication

For System Outage, Urgent System Availability, and Type 1 Severity 1 Change Request issues identified outside normal business hours, a CLEC Emergency/Maintenance Contact List will be used to alert designated representatives of the customers. Bell Atlantic will request that these contacts be provided. This communication will happen in addition to the electronic communication that will happen both within and outside of business hours.



## I. System Outages

### **Process Initiation**

The notification process for System Outages is initiated when the identifying party (i.e., Bell Atlantic or a CLEC) calls the issue into the BA System Support Help Desk at 888-433-4357 (see CLEC/Resale Handbook Series, Volume II, Section 5.3) as soon as it is identified. This process will not be initiated through any other channel. The process then proceeds as detailed below in the Timeline section.

### **Definition**

The System Outage Notification process will be used to communicate the following:

- A Bell Atlantic system outage has occurred that prevents **connectivity**, rendering the CLECs unable to connect to Bell Atlantic through one of the production interfaces (e.g., Web GUI, EDI, CORBA)
- A Bell Atlantic system outage has occurred that prevents the CLECs from **performing transactions** for Ordering, Pre-order, or Trouble Maintenance through any of the production interfaces (e.g., Web GUI, EDI, CORBA)

The System Outage Notification process does not apply to the following:

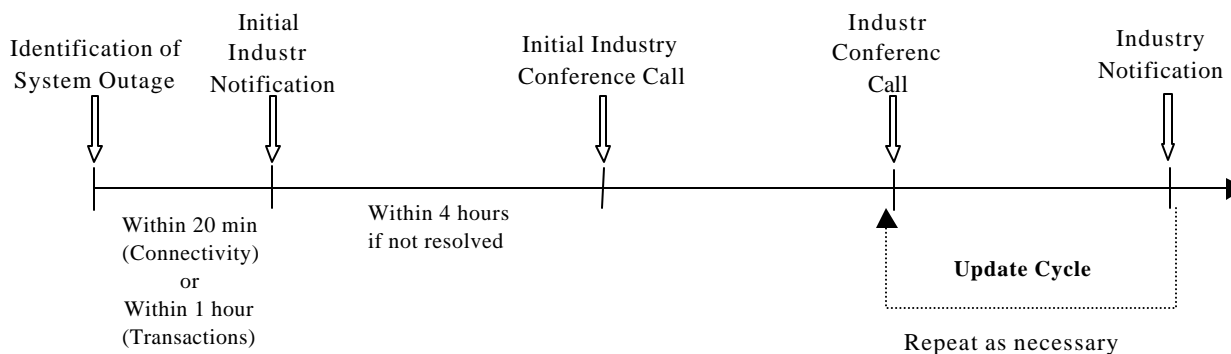
- Issues with production software (e.g., issues directly related to a recent release of software) that may prohibit the CLECs from performing Ordering, Pre-order, or Trouble Maintenance transactions (see IV. Type 1 Change Request Notification)
- Issues that are identified with a root cause on the side of an individual CLEC.
- Issues with connectivity that are identified with a root cause on the side of Bell Atlantic but with impact to only one CLEC. This will be resolved between the two parties.

See Appendix A. Bulletin Format for the format of the System Outage Bulletin.

See Appendix B. Bulletin Classification Guidelines for examples of System Outage Bulletins.

#### Timeline

#### System Outage Notification



[1] Identification of System Outage

Entrance Criteria:

- System Outage (as defined) occurs.

Action Steps:

- The incident is reported to the BA System Support Help Desk as identified by either BA or a CLEC.
- A Trouble Ticket number is assigned.
- BA works to resolve the problem.

Exit Criteria:

- Next Step: [2]. Initial Industry Notification.

[2] Initial Industry Notification (occurs within 20 mins of [1] Identification of System Outage when the issue is related to connectivity; OR occurs within 1 hour of [1] Identification of System Outage when the issue is related to performing transactions)

Entrance Criteria:

- Step [1] Identification of System Outage has occurred.

Action Steps:

- BA to create System Outage Bulletin.
  - If the issue is resolved, it will be marked as "Final" in the Report field.
  - If the issue is not resolved, it will be marked as "Initial" in the Report field.
- If the System Outage Bulletin is distributed outside of normal business hours, the appropriate CLEC contacts will be notified.
- The CLECs that have requested so, will be paged.
- If the issue is not resolved, BA will establish a conference call to discuss the issue with the industry within four hours and 20 minutes (connectivity) or five hours (transaction affecting) of when the issue was first identified while continuing to work towards resolution.

Exit Criteria:

- Issue resolved within the appropriate time interval based on time of identification. System Outage Bulletin (marked "Final") issued.



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### Notification Process—I. System Outages

- Issue resolved in more than the appropriate time interval based on time of identification but less than four hours and 20 minutes (connectivity) or five hours (transaction affecting). Next Step: [4] Industry Notification.
- Issue not resolved within 4 hours and 20 minutes (connectivity) or five hours (transaction affecting) of identification. Next Step: [3]. Industry Conference Call.

[3] Initial Industry Conference Call (occurs within 4 hours of [2] Initial Industry Notification if not resolved. Additional Industry Conference Calls may occur as necessary until resolution.)

#### Entrance Criteria:

- Issue not resolved within 4 hours and 20 minutes (connectivity) or five hours (transaction affecting) of identification.

#### Action Steps:

- BA will continue to work towards resolution of the problem.
- BA will host conference calls with the industry. During a conference call, the following items will be discussed:
  - Clarification of the issue.
  - Current status on the outage.
  - Timeline for subsequent updates on status to the industry (i.e., Industry Notifications and/or Industry Conference Calls)
- Conference calls will continue to be held with updates as agreed to in the initial call until a resolution is identified.

#### Exit Criteria:

- Issue not resolved. Next Step: [3]. Industry Conference Call.
- Issue resolved. Next Step: [4]. Industry Notification.

[4] Industry Notification

#### Entrance Criteria:

- Issue not resolved.
- Issue resolved in more than 20 minutes (connectivity) or 1 hour (transaction affecting).

#### Action Steps:

- If not resolved, BA to create System Outage Bulletin (marked “Update”) in time intervals as agreed to in [3] Industry Conference Call.
- If resolved, BA to create System Outage Bulletin (marked “Final”).

#### Exit Criteria:

- Issue resolved. Final System Outage Bulletin issued.



## **II. Slow Responses**

### ***Process Initiation***

The notification process for a Slow Response is initiated when the identifying party (i.e., Bell Atlantic or a CLEC) calls the issue into the BA System Support Help Desk at 888-433-4357 (see CLEC/Resale Handbook Series, Volume II, Section 5.3) as soon as it is identified. This process will not be initiated through any other channel. The process then proceeds as detailed below in the Timeline section.

### ***Definition***

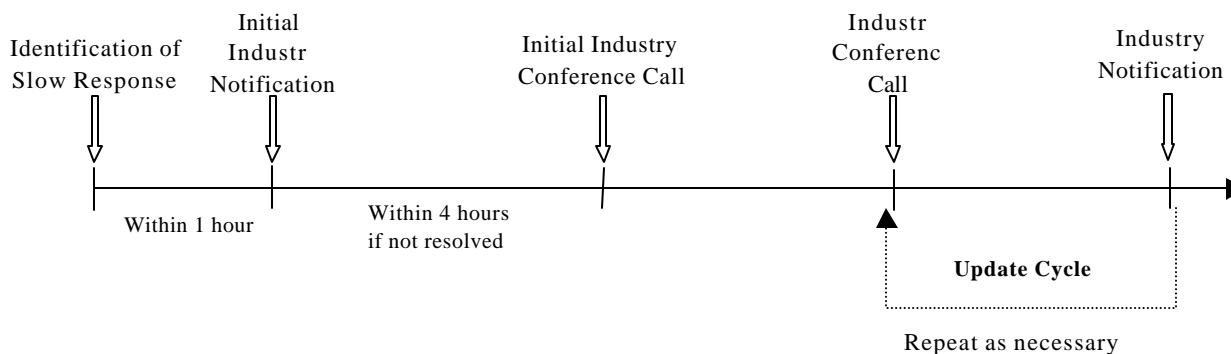
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See Appendix A. Bulletin Format for the format of the Slow Response Bulletin.

See Appendix B. Bulletin Classification Guidelines for examples of Slow Response Bulletins.

#### Timeline

#### *Slow Response Notification*



- [1] Identification of Slow Response  
Entrance Criteria:
  - Slow Response (as defined) occurs.
 Action Steps:
  - The incident is reported to the BA System Support Help Desk as identified by either BA or a CLEC.
  - A Trouble Ticket number is assigned.
  - BA works to resolve the problem.
 Exit Criteria:
  - Next Step: [2]. Initial Industry Notification.
  
- [2] Initial Industry Notification (occurs within 1 hour of [1] Identification of Slow Response)  
Entrance Criteria:
  - Step [1] Identification of Slow Response has occurred.
 Action Steps:
  - BA to create Slow Response Bulletin.
    - If the issue is resolved, it will be marked as “Final” in the Report field.
    - If the issue is not resolved, it will be marked as “Initial” in the Report field.
  - If the Slow Response Bulletin is distributed outside of normal business hours, the appropriate CLEC contacts will be notified.
  - The CLECs that have requested so, will be paged.
  - If the issue is not resolved, BA will establish a conference call to discuss the issue with the industry within five hours of when the issue was first identified while continuing to work towards resolution.
 Exit Criteria:
  - Issue resolved within the appropriate time interval based on time of identification. Slow Response Bulletin (marked “Final”) issued.
  - Issue resolved in more than the appropriate time interval based on time of identification but less than five hours. Next Step: [4] Industry Notification.



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### Notification Process—II. Slow Responses

- Issue not resolved within five hours of identification. Next Step: [3]. Industry Conference Call.

[3] Initial Industry Conference Call (occurs within 4 hours of [2] Initial Industry Notification if not resolved. Additional Industry Conference Calls may occur as necessary until resolution.)

Entrance Criteria:

- Issue not resolved within five hours of identification.

Action Steps:

- BA will continue to work towards resolution of the problem.
- BA will host conference calls with the industry. During a conference call, the following items will be discussed:
  - Clarification of the issue.
  - Current status on the outage.
  - Timeline for subsequent updates on status to the industry (i.e., Industry Notifications and/or Industry Conference Calls)
- Conference calls will continue to be held with updates as agreed to in the initial call until a resolution is identified.

Exit Criteria:

- Issue not resolved. Next Step: [3]. Industry Conference Call.
- Issue resolved. Next Step: [4]. Industry Notification.

[4] Industry Notification

Entrance Criteria:

- Issue not resolved.
- Issue resolved in more than 1 hour.

Action Steps:

- If not resolved, BA to create Slow Response Bulletin (marked “Update”) in time intervals as agreed to in [3] Industry Conference Call.
- If resolved, BA to create Slow Response Bulletin (marked “Final”).

Exit Criteria:

- Issue resolved, Final Slow Response Bulletin issues.



### **III.. System Availability**

#### ***Process Initiation***

The notification process for System Availability changes is initiated when Bell Atlantic becomes aware of the change in schedule. The process then proceeds as detailed below in the Timeline section.

#### ***Definition***

In order to keep the CLECs well-informed of System Availability, Bell Atlantic will do the following:

- Verify and update the published System Availability for Ordering, Preorder, and Trouble Maintenance, by function in the CLEC/Resale Handbook Series, Volume II, Hours of Operation.
- Publish to the Bell Atlantic Web Site ([http://www.bell-atl.com/tis/icm\\_esa.htm](http://www.bell-atl.com/tis/icm_esa.htm)) on the 1<sup>st</sup> of every month, a rolling 3-Month System Availability Forecast intended to give advance notice of any forecasted changes in the standard System Availability published in the handbooks.
- Implement the System Availability Notification Process to communicate any changes to the 3-month System Availability Forecast that occurs out of cycle with the 1<sup>st</sup> of every month updates.

The System Availability Notification process will be used to communicate the following:

- A change in the System Availability that is to occur that differs from the published System Availability in the Handbooks and the 3-Month System Availability Forecast.

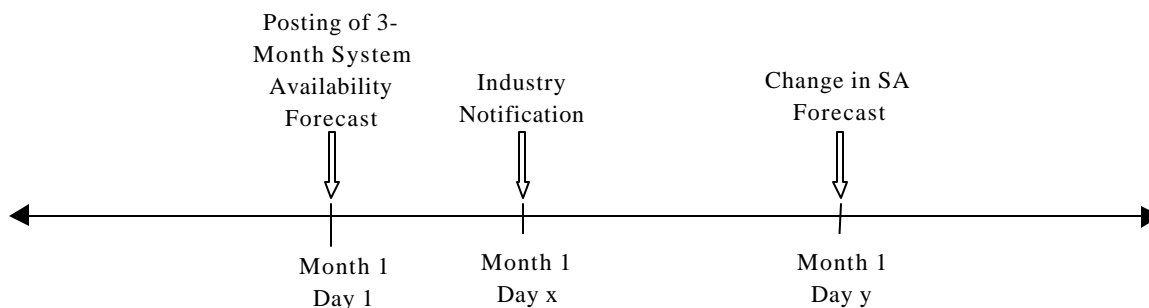
See Appendix A. Bulletin Format for the format of the System Availability Bulletin.

See Appendix B. Bulletin Classification Guidelines for examples of System Availability Bulletins.



#### Timeline

#### *System Availability Notification*



- [1] Posting of 3-Month System Availability (SA) Forecast (notes changes to standard System Availability only)

Entrance Criteria:

- The beginning of a month.

Action Steps:

- Bell Atlantic to post the forecast of the current month and two subsequent months.

Exit Criteria:

- No changes to Forecast. Next Step: [1] Posting of 3-Month System Availability Forecast for the next month.
- Change to the Forecast. Next Step: [2] Industry Notification

- [2] Industry Notification

Entrance Criteria:

- Bell Atlantic has to make a change to the 3-Month SA Forecast posted at the beginning of the Month.

Action Steps:

- Calculate the number of days between the Change in System Availability (Month 1 Day y) and the current date (Month 1 Day x).
- If  $y-x$  is greater than 10 days:
  - System Availability Bulletin issued marked as "Final".
- If  $y-x$  is less than 10 days:
  - Urgent System Availability Bulletin issued marked as "Final".
- If  $y-x$  less than 24 hours:
  - Urgent System Availability Bulletin issued marked as "Final".
  - If the Urgent System Availability Bulletin is being issued outside of normal business hours, the appropriate CLEC contacts will be notified.
  - The CLECs that have requested so, will be paged.

Exit Criteria:

- System Availability Bulletin issued or Urgent System Availability Bulletin issued



## IV. Type 1 Change Requests

### **Process Initiation**

The notification process for Type 1 Change Requests is initiated when the identifying party (i.e., Bell Atlantic or a CLEC) calls the issue into the BA System Support Help Desk at 888-433-4357 (see CLEC/Resale Handbook Series, Volume II, Section 5.3) as soon as it is identified. This process will not be initiated through any other channel. The process then proceeds as detailed below in the Timeline section.

### **Definition**

The Type 1 Change Request Notification process will be used to communicate the following (excerpt from the 5/22/98 TIS Change Management Agreement):

“A Type 1 change corrects problems discovered in production versions of an application interface. Either Bell Atlantic or the TC may initiate the change request. Typically, this type of change reflects instances where a technical implementation is faulty or inaccurate, such as to cause incorrect or improperly formatted data. Instances where Bell Atlantic or TCs misinterpret interface specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified business process are identified and resolved during Change Management Review of the Change Request. All known discrepancies should be resolved prior to the release of new application code into the production environment. Type 1 changes will be processed on an expedited basis. The timeframe for a Type 1 change is typically hours or days.

Additionally, once a Type 1 change is identified, the Change Management Team must determine the nature and scope of the emergency. Type 1 changes should be categorized in the following manner:

- Severity 1: Interface Unusable - Interface discrepancy results in totally unusable interface. TC Orders/Pre-Orders/Maintenance Requests cannot be submitted or will not be accepted by Bell Atlantic or a TC. Manual work-arounds are not feasible. Change is considered essential to continued operation. Bell Atlantic and TCs should work to resolve the discrepancy as quickly as possible.
- Severity 2: Interface Affecting - Orders/Pre-Orders/Maintenance Requests require work-around on the part of Bell Atlantic or TC(s). Change is considered critical to operations. Bell Atlantic and TCs should work to resolve the discrepancy in a timely manner.
- Severity 3: Process Impacting - Orders/Pre-Orders/Maintenance Requests can be submitted and will be accepted through normal process/interfaces. Clarification is considered critical to ongoing operations. Bell Atlantic should work to provide appropriate documentation on an expedited basis.”

See Appendix A. Bulletin Format for the format of the Type 1 Change Request Bulletin.

See Appendix B. Bulletin Classification Guidelines for examples of Type 1 Change Request Bulletins.



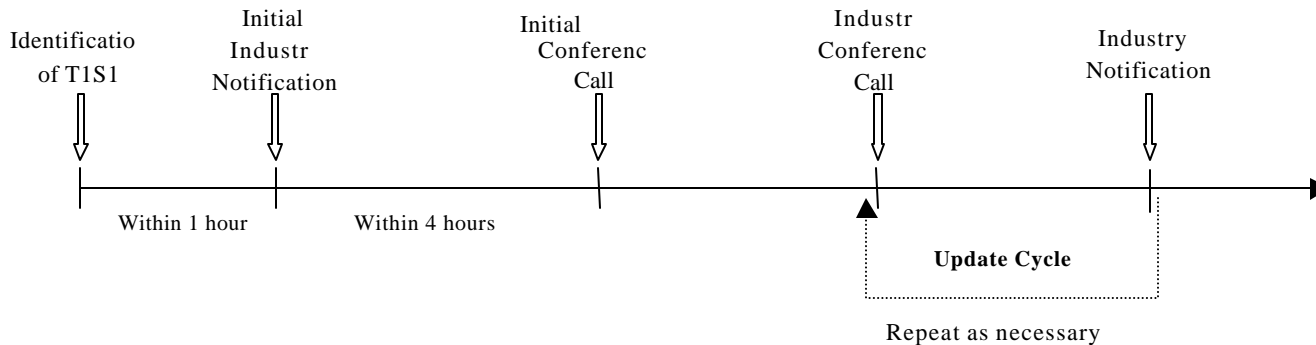
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Notification Process—IV. Type 1 Change Requests

#### Timelines

#### *Type 1 Severity 1 Change Request*



[1] Identification of Type 1 Severity 1 (T1S1) Issue

Entrance Criteria:

- Issue is identified by BA or a CLEC.

Action Steps

- The incident is reported to the BA System Support Help Desk as identified by either BA or a CLEC.
- The issue is analyzed and classified as a Type 1 Severity 1 Change Request by Bell Atlantic as per the agreed upon guidelines (Note: BA and CLECs to jointly work to determine criteria for classification of Severity 1, 2, and 3 items.)
- A Trouble Ticket number is assigned and internal BA Technical Bridge established to work towards resolution.
- BA System Support Help Desk, BA SMEs, and the CLEC work to identify the cause and/or resolution of the problem.

Exit Criteria:

- Next Step: [2]. Initial Industry Notification.

[2] Initial Industry Notification (occurs within 1 hour of [1] Identification of T1S1 Issue)

Entrance Criteria:

- Step [1] Identification of T1S1 Issue has occurred.

Action Steps:

- BA to create T1S1 Bulletin.
  - If the issue is resolved, it will be marked as "Final" in the Report field.
  - If the issue is not resolved, it will be marked as "Initial" in the Report field.
- If the T1S1 Bulletin is distributed outside of normal business hours, the appropriate CLEC contacts will be notified.
- The CLECs that have requested so, will be paged.
- If the issue is not resolved, BA will establish a conference call to discuss the issue with the industry within five hours of when the issue was first identified while continuing to work towards resolution.

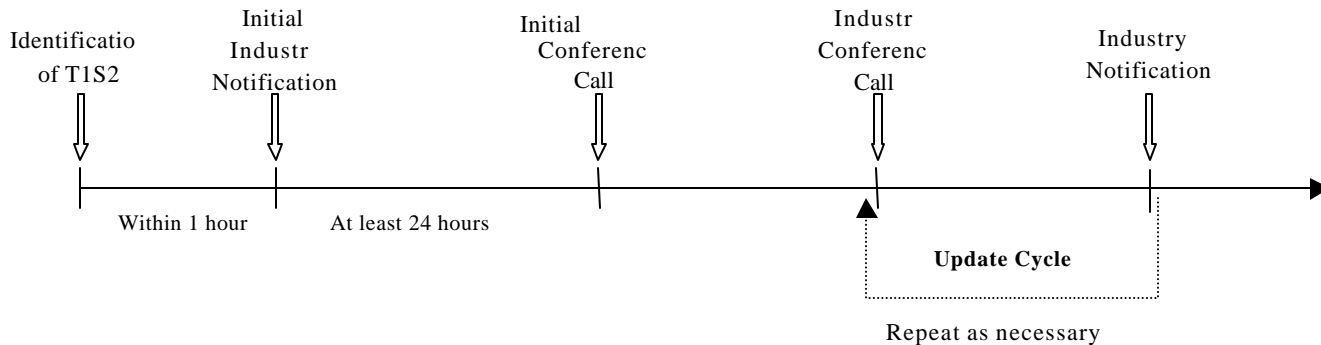
Exit Criteria:

- Issue resolved within 1 hour of identification. T1S1 Bulletin (marked "Final") issued.

### Notification Process—IV. Type 1 Change Requests

- Issue resolved in more than 1 hour but less than 5 hours. Next Step: [4] Industry Notification.
  - Issue not resolved within 5 hours of identification. Next Step: [3]. Industry Conference Call.
- [3] Initial Industry Conference Call (occurs within 4 hours of [2] Initial Industry Notification if not resolved. Additional Industry Conference Calls may occur as necessary until resolution.)
- Entrance Criteria:
- Issue not resolved within 5 hours of identification.
- Action Steps:
- BA will continue to work towards resolution of the problem.
  - BA will host conference calls with the industry. During a conference call, the following items will be discussed:
    - Clarification of the issue.
    - Current status on the T1S1 Change Request.
    - Agreement on workaround and/or resolution
    - Timeline for subsequent updates on status to the industry (i.e., Industry Notifications and/or Industry Conference Calls)
  - Conference calls will continue to be held with updates as agreed to in the initial call until a workaround or resolution is identified.
- Exit Criteria:
- Issue not resolved. Next Step: [3]. Industry Conference Call.
  - Issue resolved. Next Step: [4]. Industry Notification.
- [4] Industry Notification
- Entrance Criteria:
- Issue not resolved.
  - Issue resolved in more than 1 hour.
- Action Steps:
- If not resolved, BA to create T1S1 Bulletin (marked “Update”) in time intervals as agreed to in [3] Industry Conference Call.
  - If resolved, BA to create T1S1 Bulletin (marked “Final”).
- Exit Criteria:
- Issue resolved. T1S1 Bulletin issued.

### *Type 1 Severity 2 Change Request*



[1] Identification of Type 1 Severity 2 (T1S2) Issue

Entrance Criteria:

- Issue is identified by BA or a CLEC.

Action Steps:

- The incident is reported to the BA System Support Help Desk as identified by either BA or a CLEC.
- The issue is analyzed and classified as a Type 1 Severity 2 Change Request by Bell Atlantic as per the agreed upon guidelines (Note: BA and CLECs to jointly work to determine criteria for classification of Severity 1, 2, and 3 items.)
- A Trouble Ticket number is assigned.
- BA System Support Help Desk, BA SMEs, and the CLEC work to identify the cause and/or resolution of the problem.

Exit Criteria:

- Next Step: [2]. Initial Industry Notification.

[2] Initial Industry Notification

(For items initiated by a CLEC, this step will occur within 1 hour of [1] Identification of Issue. For items initiated by BA that are not in danger of putting a CLEC out of business, Bell Atlantic will use its discretion to reasonably assess the issue and formulate the Initial Industry Notification. At times, this may not occur within 1 hour of identification. From this point, the timeline will remain the same.)

Entrance Criteria:

- Step [1] Identification of T1S2 Issue has occurred.

Action Steps:

- BA to create T1S2 Bulletin.
  - If the issue is resolved, it will be marked as "Final" in the Report field.
  - If the issue is not resolved, it will be marked as "Initial" in the Report field.
- BA will establish a conference call to discuss the issue with the industry no less than 24 hours of when the issue was first identified while continuing to work towards resolution. If the issue is resolved, BA will communicate the resolution during the call.

Exit Criteria:

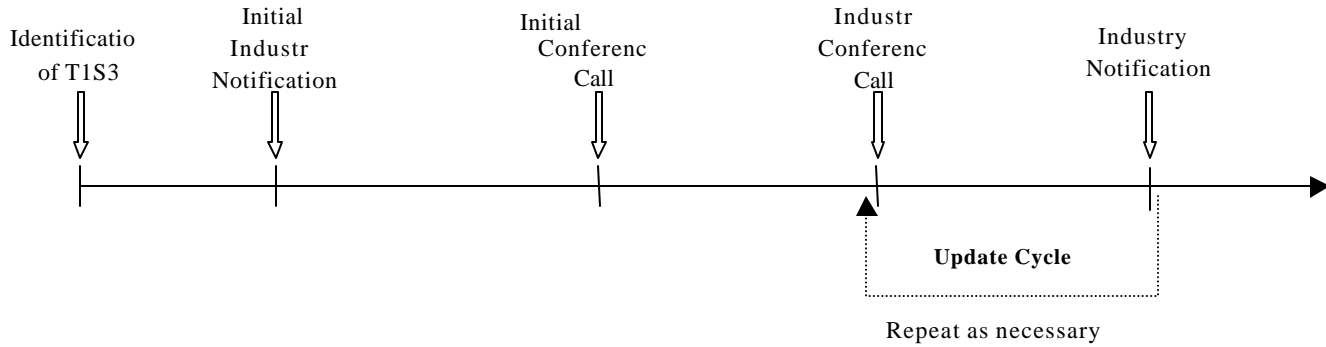
- Issue not resolved. T1S2 Bulletin (marked "Initial") issued.



### Notification Process—IV. Type 1 Change Requests

- Issue resolved. T1S2 Bulletin (marked “Final”) issued.
  - Next Step: [3]. Industry Conference Call.
- [3] Initial Industry Conference Call (occurs no less than 24 hours of [2] Initial Industry Notification. Additional Industry Conference Calls may occur as necessary until resolution.)
- Entrance Criteria:
- Step [2] Initial Industry Notification has occurred.
- Action Steps:
- BA will continue to work towards resolution of the problem.
  - BA will host conference calls with the industry. During a conference call, the following items will be discussed:
    - Clarification of the issue.
    - Current status on the T1S2 Change Request.
    - Agreement on workaround and/or resolution
    - Timeline for subsequent updates on status to the industry (i.e., Industry Notifications and/or Industry Conference Calls)
  - Conference calls will continue to be held with updates as agreed to in the initial call until a workaround or resolution is identified.
- Exit Criteria:
- Issue not resolved. Next Step: [3]. Industry Conference Call.
  - Issue resolved. Next Step: [4]. Industry Notification.
  -
- [4] Industry Notification
- Entrance Criteria:
- Issue not resolved.
  - Issue resolved in more than 1 hour.
- Action Steps:
- If not resolved, BA to create T1S2 Bulletin (marked “Update”) in time intervals as agreed to in [3] Industry Conference Call.
  - If resolved, BA to create T1S2 Bulletin (marked “Final”).
- Exit Criteria:
- Issue resolved. T1S2 Bulletin issued.

#### *Type 1 Severity 3 Change Request*



By definition, Severity 3 items are not urgent in nature. As a result, the communications and sequence of events are similar to the Type 1 Severity 2 events but the intervals between them will be determined on a case by case basis.





## **V. Type 2-5 Change Requests**

Type 2-5 Change Requests do not pertain to either current connectivity, current production environment, or current production software. Type 2-5 Change Requests are future changes that are not emergency by nature. As such, please refer to the TIS Change Management Process, 5/22/98 for details on notification.



## Appendix A. Bulletin Format

For System Outage, System Availability, and Type 1 Change Request Bulletins, the general format will be the same as described below. Differences have been noted as applicable.

### **Bell Atlantic**

#### **BELL ATLANTIC SYSTEM SUPPORT HELP DESK**

##### **Type of Bulletin**

**Severity:** 1  
**ID#:** 1000  
**Subject:** Web GUI System Outage  
**Date and Time of Bulletin:** 06/28/99 ; 05:49:21 PM  
**Date and Time Issue Identified:** 06/26/99 ; 03:30:05 PM

**Report:** Initial  
**Version Number:** LSOG 4  
**Category:** System  
**Systems Impacted:** WEB GUI  
**Area Impacted:** TSR, UNE  
**Process Affected:** Pre-Order  
**Region:** South  
**Documentation Impacted:** Business Rules v 1.1.1

**Resolution:**

**Effective date:**

**Details:**

### ***Title***

The first line of the title will read as follows: “BELL ATLANTIC SYSTEM SUPPORT HELP DESK”. The second line of the Title will vary by type of bulletin (e.g., “SYSTEM OUTAGE BULLETIN”, “SLOW RESPONSE BULLETIN”, “SYSTEM AVAILABILITY BULLETIN”, “TYPE 1 SEVERITY X BULLETIN”).

### ***Severity (Type 1 Bulletins only)***

Populated as appropriate for all Type 1 Bulletins issued. Severity levels of either 1, 2 or 3 are permissible as defined in the Change Control Agreement. For System Outage and System Availability Bulletins, “N/A” will be populated.



### **ID#**

Bell Atlantic will assign a unique number to each issue identified. This number will be included in any communication required regarding this issue. The purpose of the number is to allow Bell Atlantic and the CLECs to track the identified problem. Updates distributed about an issue will always contain the same number as the original announcement.

### **Subject**

Brief description of the issue.

### ***Date and Time Issue Identified (System Outage, Slow Response, and Type 1 Bulletins only)***

The date and time at which an issue is reported by either Bell Atlantic or a CLEC to the Help Desk. This date and time will remain the same with each update of the bulletin that is distributed. For System Availability Bulletins, “N/A” will be populated.

### ***Date and Time of Bulletin***

The date and time the particular Bulletin is issued will be populated in this field.

### **Report**

Will contain one of the following values: Initial, Update, or Final. Please refer to the timelines for when each report is issued. All “Final” Bulletins will be posted to the WWW.

### **Version**

This field is to specify if the Bulletin pertains to a particular LSOG version that is currently being supported by Bell Atlantic (e.g., LSOG 2, LSOG 3, LSOG 4, etc.)

### **Category**

Will contain one or more of the following values:

- System: Issue pertains to a system and/or system interface (e.g., EDI, Web GUI, CORBA).
- Documentation: Issue pertains to a correction in published documentation for a production release. This does not apply to System Outage and System Availability Bulletins.
- Process: Issue pertains to a change in a BA process. This does not apply to System Outage and System Availability Bulletins.

### **Systems Impacted**

Describes which system interface (e.g., Web GUI, CORBA, EDI) is impacted by the issue in the Bulletin. For issues where the Category is Documentation, this field will contain the system interface to which the change in documentation applies.

### **Area Impacted**

Indicates whether the issue pertains to Resale (TSR) and/or Unbundled (UNE) customers.



### ***Process Affected***

Indicates the functional (e.g., Pre-order, Order, Billing, and/or Repair) affected by the issue.

### ***Region***

Indicates the geographical area being affected by the problem (e.g., North, South, NJ, NY, etc.).

### ***Documentation Impacted (Type 1 Bulletins only)***

This section will provide a description of the documentation that is affected, if any, for a Type 1 Bulletin. This does not apply to System Outage or System Availability Bulletins.

### ***Resolution (System Outage and Type 1 Bulletins only)***

When the Report is marked as “Final”, this field will be populated with a description of how the problem was resolved as well as the root cause.

### ***Effective Date***

For System Outage Bulletins, this will contain the date the outage occurred. For System Availability Bulletins, this will contain the date of the reduced availability. For Type 1 Bulletins, this will contain the date the resolution or workaround is effective.

### ***Details***

This section is a free form area for Bell Atlantic to provide information to the CLECs. This section may include:

- A description of the issue and its status depending on if it is an initial report, an update, or a final resolution.
- A summary of the impact to the customer.
- Information regarding appropriate actions for customers to take.
- As the item progresses through the timelines, the information will be more complete and will include information from previous communications. The “Final” Bulletin will then contain the history from identification of the issue through resolution.



## CLEC Change Management

Notification Process—Appendix B. Bulletin Classification Guidelines

Bulletin Definitions		Examples	
Type	Guidelines	CR #	Description
<i>System Availability</i> (Planned Downtime)	Planned downtime occurring at a future date that affects a production interface (e.g., connectivity), specific activities (e.g., slower response times, delay in confirmations, etc.), and/or related transactions (e.g., pre-order, order, or trouble maintenance). Server may be specified.	1074	WEB GUI, EDI and Corba outage for Pre-Order- North - Customers can't perform Directory Listing Request (DLR) during downtime.
<i>System Outage</i> (Unplanned Outage)	CLECs receiving error messages indicating a possible system outage, timeout for a production interface (i.e., Firewall, GUI, EDI, Corba, EIF, EB)	811931	CLECs getting error messages indicating system outage in address validation via the .9 Web GUI
	CLECs unable to submit a certain type of transaction(s)	809952	Multiple CLECs are unable to submit CSR transactions via SSL3 EDI
	CLECs unable to access a production interface (i.e., Firewall, GUI, EDI, Corba, EIF, EB)	811722	CLECs reporting no access to Phase III via Internet
	CLECs not receiving responses to transactions due to unavailable production system (includes middleware, legacy systems)	809323	Multiple CLECs reporting no responses in CSR transactions via Phase III
<i>Slow Response</i>	CLECs receiving slow responses via a production interface (i.e., Firewall, GUI, EDI, Corba, EIF, EB)	804309	CLECs receiving slow responses via Phase III



## CLEC Change Management

### Notification Process—Appendix B. Bulletin Classification Guidelines

Bulletin Definitions		Examples	
Type	Guidelines	CR #	Description
Type 1 Severity 1 (No Workaround Available)	Customer transactions for more than one CLEC are failing due to defective code or software on a production system directly related to a Release as determined on internal BA bridge.  May include not receiving Acknowledgements.	ADV4695	Due to the Livewire conversion the weekend of 1/14/00, there is a problem with Loop Qualification XDSL for MA only.
	Business Rule and/or Technical Specs (i.e., EDI or CORBA) require changes to fields to tighten usage rules or increase usage conditions (e.g., from optional to conditional/required, from conditional to required, etc.)	1065	The loop qual transaction requires the UNITINFO and LOCBLDG fields to be populated if the CUSTUNITTYP and CUSTSTRTYP fields are populated. This requirement was not in the Pre Order Business rules version 2.5.1
Type 1 Severity 2 (Workaround Available)	Business Rules and Technical Specs are out of sync. Either Business rules or Technical Specs need to be corrected. (These out of sync situations are to describe document to document scenarios only, not system to document scenarios.)	1007	A fix has been made to the EDI spec to show CCNA as conditional instead of Required. This will now match the Business Rules.
	Incorrect information is being returned or information is missing on Reports, completions, confirmations, or error messages.	1069	Confirmations return the original due date even if it has been changed. Customers can call BA to get accurate information, but a fix needs to be made so the LSC returns the correct due date.
		1237	Erroneous data reported on line loss report. Scheduled recovery arrangements have been communicated.
	System not compliant with the current documentation and requires a system fix.	1066	Users of the phase III GUI are unable to enter "N" to request a new ATN in the ATN field of the LSR. A fix will be implemented to allow the entry of "N". This fix is compliant with the business rules.
	System is permitting security violation between customers (e.g., CLEC ABCD can retrieve CSRs that belong to CLEC 1234 ) A system fix is required.	1156	When using the parsed CSR transaction, customers can access other customers CSRs. A fix will be made to prohibit customers from accessing CSRs that do not belong to them.



## CLEC Change Management

### Notification Process—Appendix B. Bulletin Classification Guidelines

Bulletin Definitions		Examples	
Type	Guidelines	CR #	Description
<i>Type 1 Severity 3 (Clarification)</i>	Business Rule and/or Tech Specs require changes to RELAX the usage conditions and/or restrictions of fields reflected on the production interface.	1078	
	Business Rules and/or Tech specifications need clarification or additional information is provided (optional to use)	1135	The North Order Business Rules have been updated within the notes and conditions of the SEM transaction ERR field to refer to the Error Messages document for error codes.
	Business Rule and/or EDI Specs require changes to INCREASE conditions or restrictions of fields for reasons previously communicated through another method.	1136	Update has been made to the Pre-Order Business Rules to indicate that Gold Numbers cannot be reserved for MA, RI, and NH.
	Error message text clarification, prohibiting an error message that was incorrectly being returned from being returned or mechanizing/standardizing the return of an error message that already existed.	1066	Currently the Phase III GUI may display error message text for CSR saying that the error message was not found. A fix will be made to the Web GUI Phase III so that the CSR response text is the actual standard error message response.